

John Hays
1775 Sanchez St.
San Francisco CA 94131

Sep 1st 2018

Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I've tried AT&T broadband for years and every time I needed to call tech support the call always took more than 45 minutes out of my life just to navigate their so-called automated phone system. Most of the time wasted was waiting on hold between getting shuttled around various departments.

With Sonic I can reach a human instantly and any issues I have get sorted out within 5 or 10 minutes. A good internet provider with excellent customer service is critical to my business, my life, my family, and my mental well being.

Even with Sonic for broadband and landline service I still pay over \$500 to AT&T EVERY month for mobile services and DirecTV.

AT&T is clearly one of the largest corporations in the world and as they continue to buy other companies such as DirectTV & Time Warner, these added companies DO NOT get better, in fact, as the overall system grows everything gets worse. Tech support seems to suffer the most under the crushing weight of a company too big to provide decent customer service.

Please don't let AT&T throw their weight around leave some room for local companies like Sonic that are a pleasure to do business with.

John Hays